Clarification

Request for Proposal Selection of Implementation Agency for Integrated Land Administration System (ILAS) in Punjab

Date 17 August 2016

Sr. No.	Firm/ Company	Clause No. & Section	Reference / Subject	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Response
1	CISCO	1.6.7. Switch (8 Port)	SFO.REQ.005: Max VLANS " MAX VLANS **1000** or more	Request to change to "MAX VLANS **255** or more", as this are 8 port switches and do not require such high numbers	No Change	Please adhere to the RFP
2	CISCO	1.1.4. Blade Chassis	BCH.REQ.002: BCH.REQ.002: Same enclosure should support **Intel Xeon, AMD Opteron or RISC/EPIC** blades. Enclosure should also support Unix/ Linux / Windows Operating environment.	Request to change to "Same enclosure should support **Intel Xeon/AMD Opteron/RISC/EPIC blades**. Enclosure should also support Unix/ Linux / Windows Operating environment." as only intel based solution is requested	Clarification	It is to clarify that IA shall provide the solution and the solution should support the Intel Xeon/AMD Opteron/RISC/EPIC blades as per the requirement
3	CISCO	1.1.4. Blade Chassis	BCH.REQ.015: Remote Management: Must have Real-time Virtual KVM functionality and be able to perform a remote Power sequence. Must provide both **Java & Java-free** browsing options.	Request to change to "Must have Real-time Virtual KVM functionality and be able to perform a remote Power sequence. Must provide both **Java & Java-free** browsing options." As few OEM prefer Java based browsing options.	No Change	Please adhere to the RFP
4	CISCO	1.4.1. Local Server Entry Level	LSE.REQ.013 Ports USB 2.0 support With **10 (4 front, 4 rear, 1 internal standard USB and 1 internal USB header)**	Request to change to "USB 2.0 support With **5(2 front, 2 rear, 1 internal standard USB / 1 internal USB header)**" for Multiple OEM participation	No Change	Please adhere to the RFP

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5	CISCO	1.4.1. Local Server Entry Level	LSE.REQ.022 Remote Management 6. Remote console sharing up to 10 users simultaneously during pre-OS and OS runtime operation, **Console replay - Console Replay captures and stores for replay the console video during a server's last major fault or boot sequence.**128 bit SSL encryption and Secure Shell Version 2 support. Should provide support for AES and 3DES on browser. Should provide remote firmware update functionality.	Request to change to "6. Remote console sharing up to 10 users simultaneously during pre-OS and OS runtime operation. 128 bit SSL encryption and Secure Shell Version 2 support. Should provide support for AES and 3DES on browser. Should provide remote firmware update functionality." Console Replay option is specific to vendor. Cisco provides management solution through which syslog can be analysed for any faults etc. Rest all features supported	Modification	It may be read as LSE.REQ.022 Remote Management 6. Remote console sharing up to 10 users simultaneously during pre-OS and OS runtime operation. 128 bit SSL encryption and Secure Shell Version 2 support. Should provide support for AES and 3DES on browser. Should provide remote firmware update functionality.
6	CISCO	1.4.16. Field Router 1.2.13. Router 1.6.14. Field Router	FRO.REQ.005 : General : **3 x 1Gbps** Base Ethernet interface	Request to change to " 2 x 1Gbps Base Ethernet interface", as each location has Switches Proposed	No Change	Please adhere to the RFP
7	CISCO	1.1.19. WAN optimizer & Branch Optimizer	Solution should support content aware deduplication for optimized compression history in order to meet desired performance. Solution should not keep protocol header information in	Request to change to remove this clause	Clarification	IA shall provide the solution to meet this requirement

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			compression history for superior matching when data is transferred using different protocols			
8	TCS	ILAS_Annexure_revised. Pdf 4. Annexure IV- Functional Requirement Specification 4.1.1 Online Request for Registration	ORF.REG.019 : Payment gateway / portal should provide the users a confirmation for payment made with transaction number onscreen/ SMS / email etc.	We assume that the charges are to be borne by the bidder. Please confirm. We assume that the gateway is being provided by the department. Please confirm. Who is the vendor? Please provide details. Overall how many SMS per month is envisaged based on the current working status of the department.	Clarification	Please refer the corrigendum released on 5th August 2016
9	TCS	ILAS_Annexure_revised. Pdf 4. Annexure IV- Functional Requirement Specification 4.1.1 Online Request for Registration	ORF.REG.019 : Payment gateway / portal should provide the users a confirmation for payment made with transaction number onscreen/ SMS / email etc.	We assume the dept. already has a payment gateway and that we can avail the services. Please confirm.	Clarification	Please refer the corrigendum released on 5th August 2016
10	TCS	ILAS_Annexure_revised. Pdf 4. Annexure IV- Functional Requirement Specification 4.1.1 Online Request for Registration	ORF.REG.019 : Payment gateway / portal should provide the users a confirmation for payment made with transaction number onscreen/ SMS / email etc.	If the SMS cost is to be borne by the bidder, then Does the dept. has exemption letter from TRAI to get cheaper quotes from the SMS vendors?	Clarification	Please refer the corrigendum released on 5th August 2016

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11	TCS	ILAS_Annexure_revised. Pdf 4. Annexure IV- Functional Requirement Specification 4.1.1 Online Request for Registration	SMS Gateway /Email Gateway	Does the dept. already have EMAIL gateway? We assume we can use the services? However the commercial format Annexure 3.3.2: Breakdown of Service Cost mentions SMS & Payment gateway. Please clarify bidder's responsibility here.	Clarification	Please refer the corrigendum released on 5th August 2016
12	TCS	ILAS_Annexure_revised. Pdf 4. Annexure IV- Functional Requirement Specification 4.1.2 E-Stamping	E-stamping Integration	We assume that the department already has an e-stamping feature and our scope is only integration. We assume the existing owner of the application can expose APIs for integration.	Clarification	IA shall provide the solution to get the new application integrated with the E-Stamping application. Department will support the IA in coordination with the e-Stamping vendor
13	TCS	ILAS_Annexure_revised. Pdf 4. Annexure IV- Functional Requirement Specification 4.1.4 Registration of Document Module	RM.REG.014	Incomplete statement / requirement. Kindly provide full text.	Modification	It may be read as: System shall have the feature of re-scheduling the appointment either requested by citizen or by officials from department. The system should be capable of rescheduling the appointment in case SR leaves the office or takes off due some urgent call. In this case System should be capable of capturing the request through web application as well as mobile.

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14	TCS	ILAS_Annexure_revised. Pdf 4. Annexure IV- Functional Requirement Specification 4.1.4 Registration of Document Module	RM.REG.030 : If Sub Registrar approves the Registration of document then the Sub Registrar shall digitally approve through biometrics and digital signature	Who will provide the digital signatures for these SROs? Is there any particular specification for the same?	Clarification	Digital Signatures for Sub-Registrars will be provided by the IA.
15	TCS	ILAS_Annexure_revised. Pdf 4. Annexure IV- Functional Requirement Specification 4.1.4 Registration of Document Module	RM.REG.046 : The citizen shall deposit the access card at exit gate	We assume that the access card will be provided by the department. Please confirm.	Clarification	No, access card will be provided by the IA.
16	TCS	ILAS_Annexure_revised. Pdf 4. Annexure IV- Functional Requirement Specification 4.2.7 Common Requirements	The users shall be able access the applications using Active Directory/LDAP Complaint Directory Services and also support Single Sign-on Technology.	The department already has directory services and SSO solution. Or are they in the scope of work for the bidder?	Clarification	IA shall provide the required solution

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17	TCS	ILAS_Annexure_revised. Pdf 4. Annexure IV- Functional Requirement Specification 4.2.9 Data Digitization & Migration of Registration of document and Land Records	DDM.LR.012 : Source database should be compatible with target database	Which is the existing DB?	Clarification	IA to study of the existing data structure, identification of the potential problems that may create issues during the digitization and data migration.
18	TCS	ILAS_Annexure_revised. Pdf 4. Annexure IV- Functional Requirement Specification	Data Migration	How many existing DB sources are to be considered?	Clarification	IA to study of the existing data structure, identification of the potential problems that may create issues during the digitization and data migration.
19	TCS	ILAS_Annexure_revised. Pdf 4. Annexure IV- Functional Requirement Specification	Data Migration	What is the volume of existing data in each of these sources?	Clarification	Data Migration in the context of Punjab Land Records is the process of transporting of the existing data that is spread in approximately 170 databases at tehsil/sub-tehsil level into the newly model centralized database. For details, refer 4.5.4.2 Data Migration.
20	TCS	ILAS_Annexure_revised. Pdf 4. Annexure IV- Functional Requirement Specification	Data Migration	How will these data sources be made available to TCS?	Clarification	IA shall be provided the access to the existing Data bases available with the department

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21	TCS	ILAS_Annexure_revised. Pdf 4. Annexure IV- Functional Requirement Specification	Data Migration	Is all the data available in DB or are there any in other forms like excel	Clarification	Data is available in DB
22	TCS	ILAS_Annexure_revised. Pdf 4. Annexure IV- Functional Requirement Specification	Data Migration	What is the frequency in which the client will verify TCS effort and provide signoff	Clarification	Department will verify the effort of bidder regarding data migration on weekly basis
23	TCS	ILAS_Annexure_revised. Pdf 4. Annexure IV- Functional Requirement Specification	Data Migration	We would need support from the department for understanding the existing DB structure & data. We assume the department will arrange for the necessary support.	Clarification	Department shall provide the resource persons for the same
24	TCS	ILAS_Annexure_revised. Pdf 4. Annexure IV- Functional Requirement Specification	Data Migration	All the data in the	No Change	Query incomplete
25	TCS	General	SIEM Solution	SIEM solution is already available with the department? SIEM is from which vendor?	Clarification	IA shall provide the SIEM solution as per the requirement
26	TCS	7.1. Application Architecture Requirements	System shall be integrated with communication channels like e-mail, IVR,	IVR is already available with the department? If yes, Can we avail the same service?	Clarification	IA shall provide the IVR solution

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			SMS gateways, payment gateway etc.			
28	TCS	7.3. Network Architecture Requirements	The network shall provide end to end connectivity which includes the last mile connectivity	Is bandwidth is scope of the bidder?	Clarification	Department to use PAWAN as primary connectivity and other network as secondary connectivity. Bandwidth is the scope of the Bidder
29	TCS			As per TRAI regulations, we are forbidden from reselling bandwidth. We strongly recommend the department to remove connectivity from the scope of the bidder. We request the department to directly deal with the bandwidth OEMS to get the connectivity.	Clarification	IA to provide the solution. Department is not purchasing the bandwidth but this is the requirement of the overall solution to be provided by IA.
30	TCS			How many locations are to be connected?	Clarification	All SROs/JSROs and District, Tehsil and Sub-Tehsil revenue offices needs to be connected
31	TCS			What is the intended usage from each of these locations?	Clarification	Depends on the number of registrations per day, please refer annexure for details
32	TCS			Please give breakup of users, the modules that each of the users will use.	Clarification	It is recommended that IA should visit some SR offices and assess the requirement.

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33	TCS	4.3.2.2 Project Phases Phase II: Execution/ Deployment	• Workflow Management System - WFMC/BPMN/BPEL	Enterprise level Workflow management system following WFMC/BPMN/BPEL is asked in the RFP. TCS has home grown, WFM component which has been successfully integrated and in operations in several government projects. It has succinctlyrich features to support the requirements of this project. Since this is an L1 project, we would strongly request the department to allow us to use our components. Overall we will be serving all the required functionalities, with huge savings on integration efforts and overall project cost. Please remove the mandate on WFMC/BPMN/BPEL standards and permit to deploy TCS Framework components.	No Change	Please adhere to the RFP
34	TCS	4.3.2.2 Project Phases Phase II: Execution/ Deployment	• Document Management System	Again, for the same reason as above, Please allow us to deploy home grown solution.	No Change	Please adhere to the RFP
35	TCS	4.3.2.2 Project Phases Phase II: Execution/ Deployment	• Business Productivity Suite	What is Business Productivity Suite?	Clarification	Spreadsheet, Word processing etc. required as per business requirement in the FRS.

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36	TCS	4.3.2.2 Project Phases Phase II: Execution/ Deployment	Data Entry & Scanning (including scanning, indexing and tagging) of RoR and Land records document	Can this be outsourced? We assume that this can be done by the consortium partner since this is a non-core activity. Please acknowledge.	No Change	Please adhere to the RFP
37	TCS		Data Entry & Scanning	Who will provide the required infrastructure like desktops, furniture, power, network, AC for the digitisation team?	Clarification	Please refer pt. no. 1 of section 4.5.1 of the RFP: IA shall ensure that scanning of the land records documents is to be done at the existing SRO's but data entry of the scanned records can be done at central level. The Department will provide space at the existing SR offices as taking out the official records from sub registrar offices is not possible. IA shall scan all the documents at SRO and send the scanned copy to its central location for further data entry into the system/application. IA shall be responsible to setup a central location with all required infrastructure
38	TCS		Data Entry & Scanning	Volume of data is to be scanned and data entry are mentioned in Volumetric Estimation – Data Entry &Scanning. Our commercials will be based on these numbers. Any increase from the given numbers will be assessed and charged accordingly. Kindly accept.	Clarification	Yes, Payment will be made on actual basis for increase or decrease.

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39	TCS		Data Entry & Scanning	Since scanning is to be done at the SRO locations, we request the department to provide seating arrangements, AC and other logistics for the associates.	Clarification	Department will only provide space and data for digitisation. IA needs to deploy manpower and install required infrastructure for data digitisation. Moreover, This is one time activity
40	TCS		Data Entry & Scanning	Is there any priority in which data needs to be input? Is there any location preference to be considered	Clarification	Data digitisation work will be done where the record is available, which is SRO and JSRO.
41	TCS		Data Entry & Scanning	Who will clarify doubts regarding the original records	Clarification	Department will deploy their resource persons like Patwaris to clear the doubts regarding the original records
42	TCS		Data Entry & Scanning	What is the frequency in which the client will verify TCS effort and provide signoff	Clarification	Repeated query (s.no.22)
43	TCS		Data Entry & Scanning	By when should this activity be completed?	Clarification	IA shall migrate the digitized land records to the new database, sanitize it and validate the migrated data before the transition period. Please refer RFP for details.
44	TCS		Data Entry & Scanning	The existing physical & electronic data is in English alone?	Clarification	Physical data is mostly in Punjabi language.
45	TCS		Data Entry & Scanning	What are different sizes of papers (A4, legal, A3, A2, and A0?	Clarification	It varies with the type of the documents.
46	TCS		Data Entry & Scanning	How old are these papers (in years)	Clarification	It varies with the type of the documents.
47	TCS		Data Entry & Scanning	What are the indexing parameters to be used	Clarification	IA to design the indexing parameters and seek approval from Department
48	TCS		Data Entry & Scanning	How many indexing fields are specified for search and retrieval	Clarification	IA to identify the indexing parameters and seek approval from Department specified for search and retrieval

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49	TCS		Data Entry & Scanning	Any specification of scanners to be used?	Clarification	IA can use scanners as per the requirements, scope mentioned in the RFP and to meet the SLA.
50	TCS		Data Entry & Scanning	Any specified format for Document Digitization like PDF/A, Tiff or any other format	Clarification	Please adhere to the RFP.
51	TCS		Data Entry & Scanning	Is the unbinding / un tagging of the hard copies allowed for digitizing	Clarification	Proper support will be provided from the department side and it should be ensured that any damage in document/ records will not be acceptable
52	TCS		Data Entry & Scanning	Is there any brittle document for scanning?	Clarification	Yes, IA shall scan all the documents. In case of any brittle document, IA shall take the support of department to complete this activity.
53	TCS		Data Entry & Scanning	OCR is needed or not, If needed it's for full text or title for book marking only.	Clarification	The proposed solution should be capable for easy search and retrieval of required data/information being searched by department official/officer/common public
54	TCS		Data Entry & Scanning	Data digitisation is a tedious task. We request the department to collect all the physical records at a single central location and provide them to us for digitisation. The department and the SI can keep track of file movement, thereby ensuring smooth tracking and avoiding any loss. Once the digitisation for a set / bundle is over we will hand them over to the dept. We request the department to make necessary arrangements for this.	Clarification	Record will not be taken out, data scanning has to be done at SRO/JSRO. And, data entry can be done at a central location.

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55	TCS		Data Entry & Scanning	If the files are hand written and found to be un readable, quality of digitisation /, manual entry will not be satisfactory. We request the department to arrange people support in that case to read out the illegible docs.	Clarification	Repeated query (s.no.41)
56	TCS	4.3.2.2 Project Phases Phase II: Execution/ Deployment	Installation, Commissioning of IT and Non-IT infrastructure at all the sites including stationary - paper and other consumables	This brings in risk to be bidder as it will be difficult to impose restrictions of usage of such consumables. We strongly recommend that consumable like paper roll, ink etc. be removed from the bidders scope as its usage will be unmonitored and therefore can lead to financial burden. We request the department to procure and provision consumables for use of its employees.	No Change	Please adhere to the RFP
57	TCS	General	Contradictory statements on user count User quantity Page 186: As this portal is for citizen services hence the approximate concurrent user are 15000 (Includes internal and external).	We understand that number of internal users = 15000, External users = 10 lakhs. Concurrent users as 500. Is this internal concurrency or external concurrency? Please provide internal & external concurrency figures separately.	Clarification	Please refer the corrigendum released on 5th Aug 2016
58	TCS	4.12.4 Anti-Virus Solution. Page 194	Agent for all the desktops and laptops being used in this project Agent for servers Agent for tablets	We assume it's confined to the desktops, servers, tablets, laptops which are purchased as part of this project. Please confirm.	Clarification	Please refer the RFP and corrigendum's

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59	TCS	4.12.11 Mobile Application for Departmental users	Mobile application should be defined on the basis of roles defined for the users/stakeholders in the project.	Please provide clarity on which modules to be made available for which roles. Please specify number of dept. users who are expected to use these mobile application.	Clarification	Please refer the RFP
60	TCS	4.13 Component H - Managed Services 4.13.1 SMS gateway	SMS	Since SMS charges are to be borne by the bidder, we would need details on number of such transactions that happen monthly. Please provide approximate numbers so that we estimate the numbers correctly.	Clarification	Repeated query (s.no.8)
61	TCS	4.13 Component H - Managed Services 4.13.1 SMS gateway	SMS	Is the Dept. exempted by TRAI from certain taxes?	Clarification	Repeated query (s.no.10)
62	TCS	4.14.1 OEM Tools	The key OEM technologies proposed shall reflect in any of the leading analyst Gartner/IDC/Forrester report at least once in last three years	This clause restricts our search for the best fitting tools. Kindly remove this clause. This criteria is not required to determine the best tool that matches the actual need of the department. We strongly recommend to remove this clause.	No Change	Please adhere to the RFP
63	TCS		4.14.6 Networking Infrastructure	It's understood that the secondary connectivity is in bidder's scope. However, as per TRAI regulations we are not permitted to resell bandwidth. So kindly remove this from bidder's scope. We request department to directly deal with the bandwidth providers for connectivity.	Clarification	Repeated query (s.no.29)

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64	TCS	4.15.2 Change Management for Internal and external users	Training Types Occurrence - 1. PLR - Group I, II, III etc.	What are these groups?	Clarification	It refers the level of officers for example in PLR- Group I & II all the State/District Level senior officers will be included and rest will be included in Group III & IV for example Patwari, Kanungo, PLRS members at field levels etc.
65	TCS		6 occurrences for Groups 1 &2	Does it mean 6 workshops for Group I& II, throughout the contract period?	Clarification	Yes, But this is an indicative number. No. of occurrence my increase as per the requirement
66	TCS		90 occurrences for groups 3&4	Does it mean 90 workshops for Group 3 &4, throughout the contract period?	Clarification	Yes, But this is an indicative number. No. of occurrence my increase as per the requirement
67	TCS		Citizen – Newspaper	2 Advertisement each in 2 English daily and 1 Punjabi national newspaper for the contract period. In 1 quarter 6 advertisements is asked for.\n\nThis does not match. Please elaborate this requirement.	Clarification	Advertisements are used for creating awareness among people. In one quarter, 6 (i.e. 4+2) advertisements in newspaper is required i.e. 2 advertisements in 2 English newspaper and 2 in 1 Punjabi newspaper.
68	TCS	4.19.3 Work Products / Documents / Reports	UAT - Source code	We would like to bring in TCS own Framework solution which has IP associated with it. Therefore the Framework code cannot be shared with the department; However the customised code developed for this project can be given, which the department be re-use.\n\nPlease acknowledge.	No Change	Please adhere to the RFP

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69	TCS	5.3.2 Performance of the System	Application Performance: Average time taken to opening Internet portal (Home page) from remote site at 256 Kbps connectivity	Please consider atleast dedicated bandwidth of 1 Mbps for this measurement.	No Change	Please adhere to the RFP
70	TCS	5.3.8 Data Entry & Scanning	Penalty of Rs. 10,000 per incorrect Record from the next billing cycle	Request to reduce the penalty to 1000 Rs per incorrect record as the number of files that we are dealing with here are huge. 10000 is a huge financial risk to be bidder as this involves manual effort.	No Change	Please adhere to the RFP
71	TCS	1.35; Page #34	Selected Bidder for due and faithful performance of its obligations as Implementation Agency under the Contract to be executed with PLRS, shall furnish Performance Security in the form of an unconditional, irrevocable and continuing Bank Guarantee of Rs. 10 Crore in favour of "Punjab Land Records Society" at the time of signing the Contract, as per the Contract Performance Bank Guarantee Bond prescribed at Annexure 3.3.3 of Section 3 – Contents of Bid (the "Performance Bank Guarantee"). The	It is recommended to accept PBG of 10% of the contract value	No Change	Please adhere to the RFP

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			Performance Bank Guarantee shall be valid up to a period of three months after the completion of contract period			
72	TCS	1.37.4; Page #36	Bidder must propose a solution best suited to meet the requirements of the Purchaser. If, during the sizing of the solution, any upward revisions of the specifications and/or quantity as given in this Tender document, are required to be made to meet the conceptual design and/or requirements of Tender including service levels requirements as per Tender, all such changes shall be included in the technical proposal and the commercial impact, thereof, included in the commercial bid.	Kindly elaborate on this point if the additional cost will be attributable to purchaser or not?	Clarification	Please adhere to the RFP

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73	TCS	1.37.7; Page #36	If at any stage during the currency of the contract, the solution proposed does not meet the functional requirements, conceptual design, performance requirements/SLA, and other requirements of Tender, the Bidder shall revise the required specifications and/or quantities as proposed by the Bidder in its Bid in order to meet the said objectives/targets. All such provisions shall be made by the Bidder within the contract price determined pursuant to the multiplication factor applicable in respect of the specific services mentioned in the table provided in the Commercial Bid format with the quoted contract value, at no extra cost to the Purchaser and without any impact to the Purchaser whatsoever, subject to the provisions of the Contract.	It is recommended additional cost be borne by the purchaser	Clarification	please adhere to the RFP

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74	TCS	2.9.21; Page #48	Implementation Agency shall ensure that none of the components and subcomponents are declared end-of-sale or end-of-support by the respective OEMs at the time of submission of bid by the Bidder. If, the OEM declares any of the products/solutions end-of-sales subsequently, the Implementation Agency shall ensure that the same is supported by the respective OEMs from its date of deployment till one year beyond the end of contract period	In case the cost of new product is more, then the difference should be borne by purchaser	Clarification	please adhere to the RFP
75	TCS	2.12.8.2; Page# 61	All payments agreed to be made by the Purchaser to the Implementation Agency in accordance with the Bid shall be inclusive of all statutory levies, duties, taxes and other charges whenever levied applicable including costs of maintenance, if any and Purchaser shall be liable to pay any such levies/other charges under or in relation to this Contract and/or the	It is recommended that TCS prices shall be tax exclusive only and taxes shall be payable @ rates prevailing on the date of invoicing.	Clarification	please adhere to the RFP

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			Services and any increase or decrease in the existing taxes or any newly introduced taxes shall be to the account of the Purchaser			
76	TCS	2.21.3 ;Page# 67	Payment milestone	It is recommended to change the payment terms as mentioned below, because RFP terms are not favourable to TCS. - 100% payment for Hardware and Software on delivery and Installation. - 100% payment for Implementation Services till Go-live - 100% payment of training cost upon completion of training - 100% payment for Site preparation upon completion of sites - Payment for Infra O&M as equated quarterly instalment in Advance - Payment for Services O&M as equated monthly instalment in Arrears.	Clarification	please adhere to the RFP
77	TCS	2.24.1 f); Page #75	Termination for convenience: The Purchaser may at any time terminate the Contract in whole or in part for convenience by giving written notice of sixty (60) days to the Implementation Agency. In the event of termination under this para (f), the	It is recommended that this clause be dropped as it not acceptable to TCS	Clarification	please adhere to the RFP

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			financial payments, if any, to be paid to the Implementation Agency shall be either mutually decided between the Parties or through third party determination/ arbitration at that point of time			
78	TCS	2.32.2; Page #82	The Goods supplied under this Contract shall be fully insured by the Implementation Agency, against any loss or damage, till the end of the Contract Period. The Implementation Agency shall submit to the Purchaser, documentary evidence issued by the insurance company, indicating that such insurance has been taken	It is recommended that insurance period will be only till delivery of goods that the site	Clarification	please adhere to the RFP
79	TCS	2.33, Page # 83	Limitation of Implementation Agency's Liability towards the Purchaser	It is recommended that the liability of TCS should not exceed 10% of contract value under this clause.	Clarification	please adhere to the RFP
80	TCS	2.34; Page #83	Liquidated Damages and Penalty	It is recommended that the liability of TCS should not exceed 10% of contract value under this clause.	Clarification	please adhere to the RFP
81	TCS			Credit Period is nowhere given in RFP. It is recommended to pay the invoices raised by TCS within 30 days of receipt	Clarification	Refer section 2.21.2 of RFP, For Monthly and Quarterly payment, the Implementation Agency will be required to

Sr. No.	Firm/ Company	Clause No. & Section	Reference / Subject	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Response
				of invoices, failing which interest @ 2% per month shall be charged.		raise an invoice along with detailed report for payment based on actual monthly transactions (net of penalties, if any) computed with help of Invoicing and Payment module and SLA tool. Purchaser will make payment, after verification of the invoice amount and adjustment of penalties.
82	TCS			There is no clause for transfer of ownership for H/W & S/W to customer. It is recommended that ownership of H/W, S/W and equipments shall be transferred to customer upon delivery.	Clarification	Please refer to Exit management Clause
83	TCS			Please confirm Is there any requirement to supply bandwidth under the scope of this tender? If yes, it is recommended to exclude bandwidth from the scope as TCS can't sell the same.	Clarification	please adhere to the RFP

Sr. No.	Firm/ Company	Clause No. & Section	Reference / Subject	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Response
84	TCS		Format of Performance Bond	1) Format of Performance bond is nowhere given in RFP. Please provide format for performance bond. 2) It is recommended to add below paragraph in the format of Performance Bank Guarantee. "This Bank Guarantee issued by _____Bank, on behalf of Tata Consultancy Services Limited / Vendor /Bidder /Service Provider / System Integrator in favour of _____/C ustomer/Client is in respect of a new Contract / extension of Contract dated_____. As communicated by Tata Consultancy Services Limited / Vendor /Bidder /Service Provider / System Integrator, on the date of execution of this Bank Guarantee an amount of Rupees _____ (Rupees _____ only) is outstanding and payable to Tata Consultancy Services Limited / Vendor /Bidder /Service Provider / System Integrator by _____/C ustomer/Client , in respect of pervious contracts between Tata Consultancy Services Limited / Vendor /Bidder /Service Provider / System Integrator and _____/C ustomer/Client As communicated by Tata Consultancy Services Limited / Vendor /Bidder /Service Provider / System Integrator	Clarification	Please adhere to the RFP.

Sr. No.	Firm/ Company	Clause No. & Section	Reference / Subject	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Response
85	TCS	A.Key Project Activities, Pg 11	Primary connectivity shall be provided by the Department of Governance Reforms through PAWAN (Punjab Wide Area Network) and Secondary connectivity shall be provided by IA.	As per Government regulations in India only authorized ISP's or Telecom companies can sell and provide Bandwidth related Services. Bidder as a System Integrator cannot sell Bandwidth. So please remove Connectivity from Bidder's Scope	Clarification	Repeated query
86	TCS	1.29.9 Total Bid Evaluation, Pg 33	The bidder who has identified as the lowest bidder will be considered as the successful bidder.	A big project like this with varying degree of complexity at different phases of delivery should be more valued on quality of solution for ensuring successful execution of project. It is requested that to achieve seamless and qualitative execution of project, the bidder should be selected on QCBS (80:20) rather than L1 model	No Change	Please adhere to the RFP
87	TCS	1.31 Purchaser's Right to Vary Scope of Contract, Pg 33	Purchaser may at any time / after award of contract, by a written order given to the Bidder, can make changes within the quantities, specifications, services or scope of the Contract as specified in this document	Please remove this clause as all our pricing and approvals on the same are based on the specifications and quantities mentioned in the RFP. Hence the quantities of items/scope cannot be changed at time of Award. Bidder cannot decrease the quoted price	No Change	Please adhere to the RFP
88	TCS	2.9.18, Pg 51	Annual Maintenance support shall include patches, updates and upgrades of the software and hardware components	IA will be bound to perform the update of minor versions.	No Change	Please adhere to the RFP

Sr. No.	Firm/ Company	Clause No. & Section	Reference / Subject	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Response
89	TCS	2.9.22, Pg 51	Implementation Agency shall ensure that the OEMs for hardware servers/equipment supply and/or install all new releases, versions, any type of updates, upgrade patches and/or bug fixes for the firmware or software from time to time at no additional cost to the Purchaser	Only minor versions of the releases will be installed at no additional Cost to Purchaser.	No Change	Please adhere to the RFP
90	TCS	2.12.3, Payments, Pg 60	IA shall submit the invoices for milestone payments, Monthly payment and quarterly payment inclusive of taxes on actual.	The invoices raised by the bidder should be paid within 30 days of receipt of invoices, failing which interest @ 1.5% per month shall be charged. Payments should be made without delay to ensure positive cash flow for projects	Clarification	Repeated query (sr.no.81)
91	TCS	2.33, Pg 83	Limitation of Implementation Agency's Liability towards the Purchaser	It is recommended that the liability of the bidder should not exceed 10% of contract value under this clause	No Change	Please adhere to the RFP

Sr. No.	Firm/ Company	Clause No. & Section	Reference / Subject	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Response
92	TCS	1.35 , Pg 35	Performance Bank Guarantee	Please change the PBG requirement as below: a. At the beginning of the Project PBG for the Implementation period should be required only. b. At the beginning of the each yearly O&M period, PBG corresponding for that O&M year Project Value should be required. c. The PBG of each of the previous stages should be refunded before submission of next stage PBG	No Change	Please adhere to the RFP
93	TCS	2.36.2, Pg 85	Transfer of Assets	The ownership of all H/W, S/W and equipments shall be transferred to customer upon delivery. The sole scope of the partnership through RFP should only be the execution of the IT project and supply and maintenance of H/W. No other direct/ indirect relationship with any other activity/payments should linger with RFP terms		Please refer to Clause **2.4.2 page 47 in the RFP**
94	TCS	2.34, Pg 83	Liquidated Damages and Penalty	Penalty should be capped and maximum penalty should not exceed 5% of Total Contract value	No Change	Please adhere to the RFP

Sr. No.	Firm/ Company	Clause No. & Section	Reference / Subject	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Response
95	TCS	4.14.2 , Pg 205	Data Centre & Disaster Recovery Data Centre and Near Line Data Recovery	As per the RFP requirements the DC DR and NDC needs to be hosted in public cloud infrastructure and the technical requirements mentioned in Annexure **"ILAS_Annexure_revised.pdf"** indicates the solution needs to be hosted on premise DC,DR & Near Line Data Recovery . Please clarify if the solution needs to be hosted in cloud	Clarification	Please refer the corrigendum released on 5th Aug 2016
96	TCS	4.9, Pg 184	Component D - Portal Development	Kindly clarify how many total users (internal & external) expected to use the application. Also what is the concurrent user count for internal and external	Clarification	Please refer to the RFP
97	TCS	1.2. & 1.3 Pg 40,41 & 43 ILAS_Annexure_revised.pdf	Router, Internet Router requirement	Kindly clarify router and internet routers are required only at DR and Near Line Data Centre	Clarification	Please refer the corrigendum released on 5th Aug 2016
98	TCS	General	Bill of Material	Kindly provide details about quantities of each components to be supplied	Clarification	IA shall provide the solution adhering to the SLA
99	TCS	Page #58-60 clause 2.12	Payment	Price is inclusive of all present taxes /duties/ levies. Kindly make this tax exclusive.	Clarification	Please refer to the RFP &corrigendum
100	TCS	Page #61 clause 2.13	Intellectual Property Rights	This clause does not protect the IPR of the	Clarification	Please refer to the RFP
101	TCS	Page #74 clause2.24	Termination	Termination clause for the IA needs to be incorporated in case of any breach by the Purchaser.	Clarification	Please refer section 2.24 Termination of RFP

Sr. No.	Firm/ Company	Clause No. & Section	Reference / Subject	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Response
102	TCS	Page #80 clause 2.29	Warranty	Warranty provisions are without standard - exceptions &exclusions. We would like to add while signing the contract.	Clarification	Please adhere to the RFP
103	TCS	Page 83 clause 2.33	Limitation of Liability	Direct liability limit is capped at "Contact value" which is huge burden for the bidder. We kindly request you to keep it limited to amount received in preceding twelve months that gave rise to such claims.	Clarification	Please adhere to the RFP
104	TCS	Page 84 clause 2.34	Liquidated Damages	LD is without overall upper cap andwithout exceptions. We request to put an upper cap to the LD.	Clarification	Please adhere to the RFP and corrigendum
105	TCS	4.3 High Level Project Activities & Approach	Exit Management: Transfer of Assets	All assets will be procured in the name of the Purchaser and ownership will transferred to the department upon delivery. Please agree.	Clarification	Please refer to Clause **2.4.2 page 47 in the RFP**

Sr. No.	Firm/ Company	Clause No. & Section	Reference / Subject	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Response
106	TCS	4.7.1.1	Land Records - Jamabandi Module	We believe Khasra is a land parcel. We want to understand the meaning of Khewat	Clarification	The first column of Jamabandi is the Khewat number or number khewat. It is the number of owner/owners of land. It is written by black ink. This number is subject to change in next Jamabandi. Sometimes a number in red ink is mentioned in this column, it is the number of khewat in last Jamabandi mentioned for reference only.
107	TCS	4.7.1.2	Land Records - Mutation Module	Kindly provide the List of different types of Mutations	Clarification	Sale, Sale-by mortgage, Gift, Mortgage with possession, Mortgage on mortgage, Sale right to mortgagee, Removal/cancellation of mortgage, Implementation of or removal of mortgage, Lease deed, Transfer (without registration), Transfer(registered), Exchange (without register), Exchange(court), Transfer of ownership, Ancestral, Ancestral to mortgagee, Izadi Nama, Entry of name, Health entry Source taken from: **http://www.nripunjab.gov.in/different-types-of-mutations.htm**
108	TCS	4.7.1.2	Land Records - Mutation Module	We understand that there will some separate process to identify the contested mutation. Kindly provide the process details to identify the contested mutation	Clarification	Please refer Punjab Land Record Manual and other instructions issued by the Department for details.

Sr. No.	Firm/ Company	Clause No. & Section	Reference / Subject	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Response
109	TCS	4.7.1.7	Land Records - Partition Module	Kindly provide the Meaning and Significance of Partition stages NakshaAlif, Bey&Zeem. Also provide the list of additional stages if any.		These are different types of performas which are being used by the revenue officer during partition of land as per The Punjab Land Revenue Act, 1887 and Punjab Land Record Manual
110	TCS	4.5.2	Registration of Documents	Please provide the details of the legacy databases deployed at all SRO Office like Database version, name etc.	Clarification	IA should visit some SRO and assess the information
111	TCS	4.5.2	Data Migration	Is structure of databases at all locations is same or different?	Clarification	IA should visit some SRO and assess the information
112	TCS	4.5.2	Data Migration	Is it possible to share the data structure for some of the registered documents?	Clarification	IA should visit some SRO and assess the information
113	TCS	4.10.1	Integration with state service delivery gateway	List of applications which need to be integrated	Clarification	IA needs to provide an integrated solution where all processes/modules of land records, registration are integrated. Further, it should be integrated with all third party applications, gateways, portal etc.
114	TCS	4.10.5	State Treasury Department	Integration with which applications from IFMS application	Clarification	Since all applications are integrated with each other, hence all the financials transactions shall be linked with IFMS/Treasury for proper Re-conciliation of Revenue/Service Charges.
115	TCS	4.10.6	E-Stamping	Kindly provide the details of Integration requirements with E-Stamping	Clarification	Refer annexure section 4.1.2 E-Stamping
116	TCS	4.10.8	Passport /PIO cards and others	Which different type of cards? How many third parties are involved?	Clarification	Others type of card holders, which can be used to authenticate the identity of Non-Resident Indian (NRIs).

Sr. No.	Firm/ Company	Clause No. & Section	Reference / Subject	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Response
117	TCS	4.10	Integration with third party applications	We believe that third party integration is required with following systems. Apart of these if any other integration is required then please specify. 1. Integration with State Service Delivery Gateway 2.UIDAI 3.CBDT 4.Banks 5.State Treasury Department 6.e-Stamp 7.Urban Authorities 8.Passport/ PIO card and others 9.Services through FardKendras	Clarification	IA needs to provide an integrated solution where all processes/modules of land records, registration are integrated. Further, it should be integrated with all third party applications, gateways, portal etc.
118	TCS	4.1.5	MUT.LR.003 - Mutation	Will ROR data be available in electronic format or not?	Clarification	Yes, RoR data shall be available in electronic/digitised form so that the system shall be capable to cross-check the details of mutation request against the digitized Jamabandi from the land records database.
119	TCS	4.1.5	MUT.LR.003 - Mutation	ROR data is maintained in which system and how the integration should be done?	Clarification	Integration will totally depend upon the proposed solution of the IA.
120	TCS	4.1.5	MUT.LR.005 - Mutation Notification	Kindly provide Organization and reporting structure of Patwari, Kanungo etc.	Clarification	IA shall take the Organization and reporting structure of Patwari, Kanungo etc. From the Department
121	TCS	4.1.5	MUT.LR.019 - Mutation	What is SehatIndraj?		SehatIndraj is correction in clerical mistakes in mutation as per Punjab Land Record Manual
122	TCS	4.1.5	MUT.LR.021 - Mutation	What is Akhrajnama?		Akhrajnama is deletion of name of the owner on presumption of his death as per Punjab Land Record Manual

Sr. No.	Firm/ Company	Clause No. & Section	Reference / Subject	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Response
123	TCS	4.1.5	SN.LR.046 - Jamabandi	Detailed requirement and flow for correction in Jamabandi	Clarification	Please refer section 4.2.24 Error Detection and Error Correction. In that case, the IA shall correct the property records after getting the business logic from the Department. If business logic does not work regarding the sharing issue then IA shall fix the issues with due consultation of the Department.
124	TCS	4.1.5	KG.LR.058 - KhasraGirdawari	Detailed requirement and flow for correction in KhasraGirdawari	Clarification	Please refer section 4.2.24 Error Detection and Error Correction. In that case, the IA shall correct the property records after getting the business logic from the Department. If business logic does not work regarding the sharing issue then IA shall fix the issues with due consultation of the Department.
125	TCS	4.2.20	Internal Audit	In Internal Audit, there is a mention of audit being conducted every year so we would like to understand which types of Audits are conducted, for what transactions/applications and who conducts such audits. Some brief details about the audits would help us to respond in a better way.	Clarification	Please refer the RFP for details
126	TCS	4.2.18	Web Access Management Tool	We would like to know the list of custom applications and multiple commercial applications along with its stack for which Single Sign On has to be configured.	Clarification	Please refer the RFP for details

Sr. No.	Firm/ Company	Clause No. & Section	Reference / Subject	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Response
127	TCS	4.2.18	WAMM.015 - Web Access Management	It is mandatory to have WebSphere or WebLogic server or IA can go for JBOSS or other application servers which are also industry leading.	Clarification	Please refer the RFP for details
128	TCS	4.2.8	SEQ.REQ.001 - Security Requirements	Which method of Digital Signature is required and in which applications. For e.g. USB token based Form Signer, Server based Form Signer	Clarification	Depends on the solution proposed by the IA. Hence, any method can be used for digital signature.
129	TCS	Section 4.2.1	The module shall support "drag and drop" of workflow components so that process model can be designed and / or modified by nontechnical users.	We understand that Department would require the Workflow Management System which fulfils the complex requirement of the Government Departments. Hence bidder can propose the Workflow Management which fulfils the business requirements of departments rather than drag and drop feature or any Business process Modelling. Kindly allow the same.	Clarification	This is a feather which is proposed for the user convenience in the application.
130	TCS	Section 4.2.7	System should be integrated with existing Call centre System should maintain a log of all call received at existing call centre	Kindly provide the technical details required for the integration with the Call Center Solution. We assume that proper support will be provided by the vendor who supplied the Call Center Solution. Also do we need to store the call details or voice messages? Kindly provide the total number of call expected to receive in a day.	Clarification	IA shall come with his own solution of call centre and same will be implemented in the existing call centre also. Please refer the corrigendum released on 5th Aug 2016
131	TCS	Section 4.2.17	Identity Management Solution should have Connector availability for all target systems that need to be managed	Kindly provide the list of all the target systems which needs to have connector availability for?	Clarification	Please refer the RFP. IA needs to provide the solution. IA is recommended to visit some SR offices to assess the requirement

Sr. No.	Firm/ Company	Clause No. & Section	Reference / Subject	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Response
132	TCS	Section 4.2.17	Solution system should be certified for integration with various modules of SAP	Please elaborate and explain in detail more about the integration with SAP modules. Which all modules will be required to integrate	Clarification	Please refer the RFP.
133	TCS	Section 4.2.21	Mobile Application	Please provide the list of all the applications which needs to be developed through Mobile Application	Clarification	Please refer section 4.2.21 Mobile Application
134	TCS	Section 4.3.2.3	Workflow design	We have Workflow management solution which is implemented across solution fulfilling the complex requirements of the Government Organization. Hence request to allow to propose the same and provide on the relaxation on the mentioned standards.	No Change	Please adhere to the RFP
135	TCS	4.11 Component F – Designing a GIS Solution	Enable simultaneous access to multiple data sources (internal and external)	Please clarify what do multiple data sources refer to?	Clarification	Please refer the RFP.
136	TCS	4.2.12 Web Based GIS Application	Editing Features	How many number of layers where feature editing may be required.	Clarification	Please refer clause 4.11.2 Base Map Creation from Satellite Image the RFP.
137	TCS	4.2.12 Web Based GIS Application	Editing Features	What kind of editing functionality is required on Web GIS Application, Please elaborate?	Clarification	Standard edit features like Splitting, Merging, Copying, Rotating Features, Trimming, Intersection, Edit Geometry, Vector Snapping and Raster Snapping, Bulk attribute update
138	TCS	4.2.12 Web Based GIS Application	GIS Analysis	Please elaborate what are the different types of GIS Analysis are required for Web GIS Application.	Clarification	Should support - Attribute Query, Spatial Query, Join, Buffer Zone Analysis (Ringed, Multiple and Single), Union, Analyzing Geometry, Geocoding coordinates and address, Spatial Intersection, Spatial Difference

Sr. No.	Firm/ Company	Clause No. & Section	Reference / Subject	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Response
						Following are few examples : Property record details should be queried using a combination of criteria such as : Unique Land Identification Number (UPIN), ii. Owner Name/Father's, District/Block/Village, Tehsil/Sub-Tehsil, Ward No./Survey, No./Colony/ Landmark/PIN, Transaction type and date, etc
139	TCS	4.2.12 Web Based GIS Application	Report generation	Approximately how many different types of GIS reports are required?	Clarification	The system shall be capable of generating different types of GIS reports using ad-hoc tool, which may fetch the customized data from available databases and generate report and should also support menu driven query and reporting tool. Export option to pdf
140	TCS	General	Concurrent Users	Please specify the total number of Concurrent Users for Web GIS Application Also specify the total number of Concurrent Editing Users for Web GIS Application.	Clarification	Please adhere to the RFP
141	TCS	General	% Increase in Concurrent Users	Please specify the expected rise in percentage of users over next 5 years after implementation.	Clarification	Please adhere to the RFP

Sr. No.	Firm/ Company	Clause No. & Section	Reference / Subject	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Response
142	TCS	4.2.12 Web Based GIS Application	Type of Users for GIS Application	Is GIS Application is also to be exposed to citizen. If yes, please let us know the functionalities which will be required for citizen. What is the expected number of Citizen who may use this application?		IA shall design the mobile app for the citizen for various activities like accessing the online appointment services, registration form, to access the application status, survey; access the details of lands/properties by accessing "My Property" page. The citizen shall be able to view the land parcel on the map by entering the details/properties of land. It should be integrated with RoR so that his ownership details are tagged with his land parcel(s), so that he may able to view it online.
143	TCS	General	Mobile Application Users	Please specify the total number of mobile users.	Clarification	Please adhere to the RFP
144	TCS	General	Legacy Software's	Is PLR existing set up having any GIS software license which can be re-utilised in the proposed new system, If yes, please provide details of the same.	Clarification	Please adhere to the RFP
145	TCS	4.1.1 Online Request for Registration, Page 161	Mobile GIS App	Please clarify whether Mobile GIS Application require data updation in "Online mode" Or in "Offline Mode"	Clarification	The surveyor may capture the details like latitude, longitude and photographs and update the data in online mode. Note: This application will be used during the updation of circle rate only. First time entry of circle rate of each khasra will be done on the counter only with due coordination of the department.

Sr. No.	Firm/ Company	Clause No. & Section	Reference / Subject	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Response
146	TCS	General	Data Migration	What is the format, size, No. of different databases (with approximate number of layers) that need to be migrated into proposed centralized GIS database? What type of data cleaning/correction activity is required?	Clarification	IA needs to assess/study the existing databases that need to be migrated into proposed centralized GIS database. For more details, please refer section 4.5.4.2 Data Migration.
147	TCS	4.1.1 Online Request for Registration, Page 161 & 162	Mobile GIS App	1) For capturing the latitude and longitude of the property what is the accuracy required in meters? GPS based location accuracy may vary from 10 meters to 30 meters. 2) Are there any preferred devices for the Mobile Application? If so, please share the device configuration. 3) Which OS platform will be used for Mobile App?	Clarification	The mobile app shall be compatible with a-GPS support, and support OS platform like Android, Windows and Mac.
148	TCS	4.1.1 Online Request for Registration, Page 161	Mobile GIS App	We assume that Smart Map Search will include basic navigation tools, identify and query based search option. Please confirm	Clarification	Yes, the mobile GIS app shall be capable to Pinpoint locations that fit your needs by setting your desired criteria using Smart Map Search. Further, it shall also perform keyword searches and get access to relevant information using network connectivity. The mobile GIS app shall be capable to Display and zoom to your current location using GPS.
149	TCS	4.2.7 Common Requirements	Language Interface	Will the GIS also be required to provide bilingual interface?	Clarification	Yes, there should be an option to choose English, Punjabi language
150	TCS	4.2.12 Web Based GIS Application	WBGIS.03, GIS Application	Please elaborate more on the integration touch points between GIS and other systems such as Revenue and Tax management systems.	Clarification	Please refer the RFP

Sr. No.	Firm/ Company	Clause No. & Section	Reference / Subject	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Response
151	TCS	4.2.12 Web Based GIS Application	WBGIS.04, GIS Application	Please let us know the details about external sources of data for example their use ability with GIS and their formats.	Clarification	Please refer the RFP
152	TCS	General	WBGIS.04, GIS Application	Is there any preference on technology, product and environment, for example development platform, database, Operating Systems etc.?	Clarification	It totally depends on the proposed solution by the IA.
153	TCS	Clause 4.13.1 SMS Gateway		We understand that the IA needs to integrated the respective services with the gateways provided by DGR, Punjab and all recurring cost shall be borne by the dept. and not by the IA. Please confirm.	Clarification	Please refer the corrigendum released on 5th Aug 2016
154	TCS	clause 4.13.4 Payment Gateway Service		We understand that the IA needs to integrated the respective services with the gateways provided by DGR, Punjab and all recurring cost, if any, shall be borne by the citizen and not by the IA. Please confirm.	Clarification	Please refer the corrigendum released on 5th Aug 2016
155	VFS Global	General		The time given for bid submission i.e. 01st August 2016 is too short for such a big project. The bid has multiple components which require time to select suitable vendors/ stakeholders/ partners.	Clarification	Please refer the corrigendum released on 5th Aug 2016

Sr. No.	Firm/ Company	Clause No. & Section	Reference / Subject	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Response
156	VFS Global	Annexure - 5.2 Minimum Mandatory Salary		NICSI is not the organisation who decide any minimum salary rather it is a Govt. Of India commercial undertaking who hire the manpower from open market, add its margins while fixing the rates and provide the manpower to various Government agencies. Companies who are empanelled already add their margin thus it will make proposition unviable for bidder as well undue costlier to the PLRS due to additions of multiple margins.	Clarification	Please refer the corrigendum released on 5th Aug 2016
157	VFS Global	Annexure - 5.2 Minimum Mandatory Salary		NICSI resources are suitable only where only man-months rates are required for shorter or casual requirement. Managing these type of projects are never managed through such arrangements.	Clarification	Please refer the corrigendum released on 5th Aug 2016
158	VFS Global	Annexure - 5.2 Minimum Mandatory Salary		NICSI keep on changing their empanelment & revise the prices as & when required without using any costing index. Revising the salary structure according to NICSI shall never be possible for the IA during the currency of the contract. Rates are fixed through empanelment process and not through any government pre-fixed cost index.	Clarification	Please refer the corrigendum released on 5th Aug 2016
159	VFS Global	Annexure - 5.2 Minimum Mandatory Salary		NICSI do not have complete range of resource category on their empanelment. So complete compliance will not be possible.	Clarification	Please refer the corrigendum released on 5th Aug 2016

Sr. No.	Firm/ Company	Clause No. & Section	Reference / Subject	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Response
160	VFS Global	Annexure - 5.2 Minimum Mandatory Salary		Minimum wages are generally followed at lower level resources whereas this project need experienced professionals NICSI rates are not kind of minimum prices hence will be a hindrance in competitive bidding.	Clarification	Please refer the corrigendum released on 5th Aug 2016
161	VFS Global	Annexure - 5.2 Minimum Mandatory Salary		Bidders may deploy better resources in better pricing than to follow NICSI rates	Clarification	Please refer the corrigendum released on 5th Aug 2016
162	VFS Global	Clause 4.3.2.2, Page 158 of RFP	IT Helpdesk for internal users: IA shall establish the Helpdesk for approx. 15,000 internal and 1,00,000 external users and 200 concurrent users	From above explanation, we understand that apart from leveraging the existing 10 seat call center of the Department, IA will also establish another helpdesk (call center) of 200 seats to attend 200 concurrent users. We request to please reconsider the requirement as IT Helpdesk is generally for Internal users and if so please confirm who will be these 100000 external users. Further, if the external users are to be attended by IT helpdesk than what would be the use of leveraging existing call center. Please clarify as having 200 seats helpdesk will have huge cost impact in overall bid cost.	Clarification	Please refer the corrigendum released on 5th Aug 2016